



Trust Headquarters
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4th April 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220231.

You requested the following information, please also see our response below:

I would like to know:

The number of 999 calls you have attended each year for the last 5 years.

This is publicly available at [Statistics » Ambulance Quality Indicators \(england.nhs.uk\)](https://www.nhs.uk/statistics/ambulance-quality-indicators)

The amount of calls that ended up being time wasters or prank calls, each year for the last 5 years

Year	Month	No. of Hoax Calls
2017	September	74
2017	October	100
2017	November	87
2017	December	83
2018	January	90
2018	February	80
2018	March	80
2018	April	101
2018	May	90
2018	June	87
2018	July	95
2018	August	90
2018	September	75
2018	October	73
2018	November	80
2018	December	82
2019	January	78
2019	February	57
2019	March	67
2019	April	92
2019	May	70
2019	June	69
2019	July	90

2019	August	86
2019	September	82
2019	October	96
2019	November	83
2019	December	54
2020	January	69
2020	February	52
2020	March	65
2020	April	56
2020	May	57
2020	June	63
2020	July	71
2020	August	68
2020	September	65
2020	October	56
2020	November	135
2020	December	52
2021	January	25
2021	February	37
2021	March	43
2021	April	46
2021	May	48
2021	June	25
2021	July	56
2021	August	42
2021	September	54
2021	October	45
2021	November	57
2021	December	49
2022	January	42

The consequences for people making waste of time calls.

This information is not recorded.

Any serious cases where time wasting calls have left you not able to attend a more serious one.

This information is not recorded.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**

